

Youth Contract work experience Opportunity Guidance

Policy Queries and Further Advice

1. If you are unable to find an answer to a particular question regarding the policy within this guide you must contact the Jobcentre Plus Live Support Advice Line. Details of how to contact them can be found on the DWP Advice Line Home Page.

NOTE: Do not give the Advice Line number to claimants or outside bodies under any circumstances, it is for the use of Jobcentre Plus staff only.

NOTE: Please do not use the 'E-mail page owner' and 'Page information' links at the bottom of each page of guidance to raise policy queries, these should only be used to report broken hypertext links.

Introduction

2. This document sets out the operational guidance for Jobcentre Plus staff to facilitate Work Experience opportunities.
3. It includes actions for employer engagement staff to take when discussing and setting up Work Experience opportunities with employers and the role of advisers in discussing Work Experience opportunities with claimants.

NOTE: If you are dealing with an Employment and Support Allowance Work Related Activity Group (ESA)(WRAG) claimant aged 25 or over, the ESA work experience guidance should be followed.

Overview

4. Work Experience opportunities are part of the government's Youth Contract (YC) and can be used to help young people develop the skills required for work.
5. The key aims of work experience opportunities are to:
 - maximise the number of young people moving into employment or training; and
 - provide young unemployed people with quality, 'meaningful' work experience.
6. Work Experience opportunities are aimed at younger claimants, with little or no work history and a low skills base, who are not participating in the Work Programme. They provide the opportunity for young people to gain

work skills and experience with employers in the local labour market. Participants must be motivated and demonstrate a willingness to work.

Work Experience opportunity criteria

7. Work Experience opportunities are voluntary and primarily aimed at younger Jobseekers' Allowance (JSA) claimants aged 18 to 24.
8. They are specifically designed to help claimants gain meaningful work experience that can be added to their CV and on no account should they be used as an extended recruitment tool.
9. Work Experience opportunities **must** be in addition to any current or planned vacancies that an employer may have.
10. Work Experience opportunities:
 - are flexible
 - last from 2 - 8 weeks (or 12 if linked to an apprenticeship or awaiting a Disclosure and Barring Service/Protecting Vulnerable Groups (DBS/PVG) check)
 - require attendance of between 25 – 30 hours per week (including lunch / tea breaks) except in circumstances when there are agreed restrictions on the JSAG/Claimant Commitment (for JSA claimants), or where one of the following conditions are met by the employer:
 - A suitable alternative which meets the standard minimum hours criterion cannot be found; and
 - The employer confirms that they cannot commit to delivering a minimum of 25-hours Work Experience opportunity but they are able to offer a minimum of 16-hours per week; and one of the following applies:
 - The opportunity is within a sector where the District has a shortage of Work Experience opportunities and un-met demand from claimants; or
 - The employer's business operates within a specialist area and there is a good match between the opportunity and the claimant's job goal; or
 - The District has a general shortage of Work Experience opportunities and cannot meet demand from claimants for opportunities.

Note: For ESA(WRAG) claimants aged 18-24, there is a minimum of 10 hours per week attendance requirement for a Work Experience opportunity. They will generally be over a short period, and will often require restricted hours in recognition of the claimant's limited capability for work. If the claimant is unable

to meet the 10 hour minimum requirement, alternative provision could be sourced under Work Experience scheme for ESA (WRAG).

11. In circumstances where a host employer or individual want to offer or take up a work experience opportunity in excess of 30 hours, please check with the Skills and Provision Team before proceeding, as each case will need to be assessed on its own merit.
12. When arranging a Work Experience opportunity, be aware that they cannot form part of a training package; Work Experience must be a stand alone opportunity. The only exception to this is where an easement has been applied to a Movement to Work (MtW) place not linked to a job vacancy.

Note: Under no circumstances should Work Experience opportunities be used as a recruitment tool. If employers have existing vacancies or apprenticeships then they **must** fill these vacancies through their normal recruitment methods. If an employer has a vacancy and they would like to see if the young person is suitable for the job it may be worth considering a Work Trial if appropriate.

Work Coach/Adviser Guidance

Claimant Eligibility

JSA Claimants

13. The JSA claimants eligible for Work Experience opportunities are those:

- aged 18 – 24, from week 13 of their claims and who are not participating in the Work Programme; or
- aged 18 – 24, from earlier than week 13 of their claim, where a Work Coach believes work experience will benefit a claimant; or
- aged 25 and over, from earlier than week 13 of their claim who have no recent work history; or
- aged 16 / 17, eligible from day 1 of their claim where the employer has signed up to the additional employment rules for this age group.

These eligibility criteria include those who are:

- a member of a joint claim; and/or
- in receipt of National Insurance Credits only; and/or

- serving a sanction.

14. Non-claimants, those disallowed JSA (whether eligible for hardship payments or not), and dependent partners of JSA claimants are not eligible.

Other benefit claimants

15. Other benefit claimants who are eligible for Work Experience opportunities are:

- **ESA(WRAG) claimants** aged 18-24. Note: Once they have agreed to take part, these claimants should be referred to Work Experience following this guidance, provided all the eligibility criteria are met and a suitable Youth Contract Work Experience opportunity is available. There is a separate Work Experience scheme for ESA(WRAG) claimants aged 25 and over.
- **Lone Parents** aged 18 – 24 entitled to Income Support whose youngest child is aged 4.

16. Dependant partners of ESA and IS claimants are not eligible.

Conditionality Requirements for all participants

17. Claimants remain on benefit throughout the Work Experience opportunity and are subject to all existing conditionality.

- **JSA claimants** – must be actively seeking work, be available for employment, and continue to attend regular face-to-face Jobcentre Plus Work Coach interviews for the duration of the Work Experience opportunity;
- **ESA(WRAG) claimants** - must attend Work-focused Interviews as required.
- **eligible Lone Parents** - must attend Mandatory Work-focused Interviews as required.

18. The decision about whether to participate on a work experience opportunity is entirely voluntary for all claimants. Jobseeker's Directions should not be used.

Claimant Suitability

19. Only suitable and eligible claimants should be referred to a Work Experience opportunity. Suitable claimants will:

- not have significant needs relating to numeracy, literacy or general employability skills,
- have little or no work no work history and a low skills base, and
- be motivated and demonstrate a willingness to work.

Claimant Referral – Work Coach/Adviser actions

20. When referring claimants to Work Experience opportunities, priority should be given to 18-24 year olds. Other age groups do not count towards Youth Contract targets. Districts have discretion to refer non-YC eligible claimants to Work Experience opportunities but this should be balanced against the priority to meet YC targets.
21. Where a claimant is on European Social Fund Support for Families with Multiple Problems (ESF) Provision, Work Coaches/Advisers can apply discretion when referring eligible claimants to a Work Experience opportunity. Work Coaches/Advisers should take into account whether the ESF provider is already offering the same type of support and avoid duplication.
22. When selecting interested claimants for Work Experience opportunities consider their suitability using the DWP Employer Agreement (English language version) (Welsh language version). A good practice is to create an LMS caseload for ease of reference.
23. To improve the likelihood of Work Experience opportunities being successful, the selection process must consider both the employer's requirements and the Work Coach/Advisers' assessment of a claimant's interest in the role / sector.
24. It would be advisable to contact or interview the claimant to gauge interest in particular Work Experience opportunities before putting them forward. Where an employer has requested to be involved in the selection, provide a shortlist of claimants for their perusal, including any CVs, and so on, that the employer has requested. Please be aware of the security standards for sending information to external organisations.

ESA (WRAG) claimants

25. For ESA(WRAG) claimants, each work environment must be tailored to the individual's health and personal circumstances. This includes any physical or mental abilities of the claimant as all employers are subject to the Equality Act 2010. For Example: reasonable adjustments must be made where necessary such as location, hours of attendance and placement content. Advisers must ensure that claimants are only referred to suitable places.

26. ESA claimants can only be referred to Work Experience if the claimant agrees that it would be helpful. Consideration must be given to the claimant's health condition or disabilities to ensure that Work Experience is appropriate.
27. Access to Work (AtW) funding may be available to pay for the support needs of disabled claimants wishing to undertake Work Experience.
28. For ESA(WRAG) claimants the minimum requirement of 25 hours can be relaxed, at the discretion of the adviser, but the proposed hours must be significant, and there must be value added by the claimant's participation in Work Experience.
29. The starting position when discussing Work Experience with an 18-24 year old ESA(WRAG) claimant must be a minimum of 25 hours. There will be ESA WRAG claimants who are able to undertake 25 hours work experience. Any relaxation would need to be recorded in LMS conversations, showing that for that particular claimant it would be unreasonable, given their health limitations, for them to do the full 25 hours.
30. An absolute minimum would be considered 10 hours per week and this must not be regarded as an acceptable starting point when discussing YC Work Experience. The adviser should attempt to maximise the number of hours the claimant participates in Work Experience if less than 25 hours.
31. If an ESA(WRAG) claimant cannot do at least 10 hours work experience they should be referred under the Work Experience scheme for ESA(WRAG).
32. The employer may prefer to informally interview claimants prior to the opportunity commencing. In these instances Flexible Support Fund (FSF) can be used for travel expenses. Interview dates and times will need to be agreed with the employer, and it would be advisable and good practice to inform the claimants of the interview by using the non mandatory appointment (referral) notification. (Select REF LTR + Select NON MANDATORY Radio Button on right hand side of screen). Attendance at this interview is not mandatory – a Work Experience opportunity is not a job offer or part of the Skills Conditionality scheme.
33. In both instances, the employer will need to be made aware of any reasonable adjustment requests as appropriate and requested to provide feedback for unsuccessful claimants.

34. Update LMS by referring the selected claimants to the work experience opportunity. This will generate the Work Experience opportunity Referrals MI for the appropriate office / District.

Initial discussions with the JSA claimant

35. In addition to explaining about the provision being referred to, remind claimants:
- about the conversation they had at their Initial Work Search Interview or Work Search Interview regarding Back to Work Schemes which help improve their prospects of employment;
 - About the Back to Work Scheme Guide they were signposted to during their interview/review, which has general information about the schemes and which they were advised to read;
 - That they may wish to revisit the general information on the Gov.UK website (Jobseekers Allowance Back to Work-schemes in Back to Work Scheme Guide);
 - Ask whether the claimant has any questions or concerns about the scheme before they are referred.
36. For claimants who wish to revisit the information but cannot easily access the internet or cannot access an Internet Access Device within the Jobcentre, (for example, because of a health problems or disability), print and issue a copy of the Back to Work Scheme Guide.
37. In addition, Work Coaches should explain that the benefits of taking part in a Work Experience opportunity. For example, it will enable participants to:
- Improve their job prospects,
 - See the skills and behaviours employers want from people,
 - See how the skills they have can be adapted to the workplace,
 - Gain real life work experience,
 - Build their confidence,
 - Add to their CV, including a work related reference / referee,
 - Give an employer the chance to see how well they can work.

Work Coaches should also explain that:

- Travel, childcare and reasonable adjustment costs will be met,
- Claimant's benefit will not be affected whilst participating,
- Participation in the work experience opportunity is entirely voluntary,
- Dismissal whilst on the work experience opportunity due to gross misconduct could lead to a benefit sanction for JSA claimants only,

- The claimant is required to maintain the same standards of behaviour of anyone working for that employer.

38. Work Coaches should also discuss:

- The Work Experience opportunity requirements, including attendance, time keeping, behaviour, appearance, hygiene and adherence to health and safety requirements,
- The requirement for JSA claimants to continue to attend Job Review (JR) and other advisory interviews whilst participating in the Work Experience opportunity and the flexible alternate arrangements (early / late signing). Districts can consider postal signing for the claimant where the opportunity is in a rural area or where it is not feasible to bring the claimant into the Jobcentre;
- Feedback indicates it is useful that the claimants attend at the Jobcentre as it gives staff a chance to sort out their fares, any problems they may have and ensures that Jobcentre Plus maintains contact with the claimant outside of the employer's environment;
- ESA (WRAG) claimants must attend work focussed interviews as required. However it is possible for the adviser to agree to defer the requirement to attend an NJWFI or rearrange a mandatory Flexible Intervention for the period they are attending the Work Experience opportunity.
- Eligible Lone Parents must attend Mandatory Work-focused Interviews as required during Work Experience and also to do Work Related Activity (WRA) if the Adviser thinks it is reasonable to do so.
- Any special needs and reasonable adjustment issues the claimant may have;
- That they may be expected to attend an interview with the employer, or provide a CV, depending upon the employer's selection criteria;
- That they can self-market themselves to potential employers. A claimant self-marketing letter (English language version) (Welsh language version) is available to print off and give to claimants,
- That they will need to sign a Data Consent form (English language version), (Welsh language version) in order to share their details with the employer and obtain progress reports.

39. If discussing a specific Work Experience opportunity, this should include as much information as possible about the employer, the role, the hours, etc.

40. Claimants being referred to a Work Experience opportunity in the care sector **MUST** be informed that it is a requirement for staff working in this

sector to have an enhanced DBS check before they can be employed by registered care providers.

41. A PowerPoint presentation is available to support advisers, should they choose to deliver group presentation sessions to young people.

Travel, Childcare, Replacement care and Reasonable Adjustments Costs

42. Funding is available to cover participant travel, childcare, replacement care and reasonable adjustments costs arising as a result.

Claimant sources their own Work Experience opportunity

43. Claimants are able to source their own work experience opportunities. In such cases, Advisers / Employer Relationship Managers (depending on local arrangements) must contact the employer to discuss the details of the Work Experience opportunity, to ascertain suitability, and to explain to the potential host employer the YC Work Experience opportunity (duration, hours, DWP Employer Agreement, etc).
44. Once employers have signed the DWP Employer Agreement, the claimant will be able to participate and continue to receive JSA and be eligible for assistance with appropriate / applicable costs.
45. A Work Experience opportunity can be a useful tool to help claimants market themselves to potential employers. A self-marketing letter (English language version) (Welsh language version) is available to print off and give to claimants.

Participation in Work Experience opportunity

Actions to take if claimant agrees to participate

46. Work Coaches/Advisers should:

- Complete the DWP Employer Agreement (English language version) ((Welsh language version),
- Ensure the Data Consent form (English language version), (Welsh language version)) is completed and retained in the claimant's file,
- Ensure that any additional employer requirements are completed (as per the submission arrangements),
- Check eligibility and complete any Flexible Support Fund (FSF) forms to pay for DBS checks - but only where there is a specific opportunity where this is a requirement.

47. For DWP Work Experience opportunities, see 'Annex 2 - Work Experience opportunities within the DWP'.

48. Note the referral on the claimant's LMS record. Do not make a referral on the Work Experience opportunity (unless this is an agreed District policy) and do not issue a letter to the claimant at this point.
49. Work Coaches/Advisers may also conduct the Pre-Start Interviews depending upon how Work Experience opportunities are organised in their District.

Actions to take if claimant is suitable

50. Contact the claimant and offer them the Work Experience opportunity, confirming start dates, etc. The claimant must be given full information about the Work Experience opportunity to ensure they can make an informed decision about taking part,
51. Outline the support that the employer and Jobcentre Plus will offer the claimant during their participation on the Work Experience opportunity, and who their named contact at both organisations will be should they need advice. They must be told:
- Who to notify if they are unable to attend the Work Experience opportunity for any reason,
 - Who to contact at Jobcentre Plus if they have any problems they cannot resolve with the employer, giving them a contact name and telephone number.
52. That they must contact Jobcentre Plus if they:
- have a change of circumstances,
 - are sick (JSA28 action must be taken) or
 - leave the opportunity.
53. If the claimant agrees to the Work Experience opportunity, ensure a mandatory flexible intervention interview is arranged in order to conduct the Pre-Start Interview.
54. Set a LMS workflow prompt for the first day of the opportunity to confirm attendance with the employer.

Conducting the Pre-Start interview

55. The Pre-Start interview can be conducted by the Work Experience opportunity Co-ordinator / team or the Work Coach/Adviser.
56. Explaining about Back to Work Schemes - in addition to explaining about the provision being referred to, remind claimants:

- about the conversation they had at their Initial Work Search Interview or New Joiner Work Focused Interview regarding Back to Work Schemes which help improve their prospects of employment,
- about the Back to Work Scheme Guide they were signposted to during their interview, which has general information about the schemes and which they were advised to read,
- that they may wish to revisit the general information on the Gov.UK website (Jobseekers Allowance Back to Work-schemes in Back to Work Scheme Guide),
- ask if the claimant has any questions or concerns about the scheme before they are referred.

57. For claimants who wish to revisit the information but cannot easily access the internet or cannot access an Internet Access Device within the Jobcentre, e.g. because of a health problems or disability, print and issue a copy of the Back to Work Scheme Guide.

58. As good practice, the claimant is informed of the opportunity details and requirements by the Work Experience opportunity team with a hand-off to the Adviser to conduct the pre-start interview. Advisers should stress that attendance on a Work Experience opportunity is entirely voluntary, but once on the scheme employers will expect the same standards of behaviour from participants as they expect from their employees and, therefore, for JSA claimants only, dismissal for gross misconduct (as identified by the host employer) could lead to a benefit sanction.

LMS Action

59. Record action on LMS by selecting LMS opportunity type – ‘GBW Work Experience’.

60. Where the DWP is providing the Work Experience Opportunity, there are separate steps to be followed as shown in Annex 2 of this guide.

61. Update the Work Experience opportunity with the relevant start and end dates.

- **For JSA claimants:** issue the standard notification (English language version) (Welsh language version). It is good practice to obtain the claimant’s signature on the notification letter to confirm receipt and retain a copy of the signed notification letter in the claimant’s file.
- **For 16/17 year old JSA claimants:**, a non mandatory appointment (referral) notification to start must be issued (select START LETTER + select NON MANDATORY Radio Button on the right

hand side of the screen). There is no requirement to get a signature for this notification.

- **For ESA(WRAG) or eligible Lone Parents:** issue a non mandatory notification letter WE RL ESA(WRAG)/LP or Welsh language version). There is no requirement to complete an action plan for an ESA (WRAG) claimant as work experience is not mandatory.

Additional action

62. Remind claimants of the Work Experience opportunity requirements, including agreement of how and when they will sign on / attend interviews for the period of the opportunity.
63. Agree travel, childcare, reasonable adjustment and replacement care costs needs.

Data Sharing Consent form

64. To be able to work effectively with employers who host Work Experience opportunities, Jobcentre Plus needs the claimant's consent to share some personal information about them with employers, including their name, NINo and any relevant education and employment history. We will also ask the employer to provide feedback on the claimant's progress.
65. Work Coach/Advisers are responsible for asking claimants to sign the Data Consent form ([English language version](#)), (Welsh language version) form at the time they are referred to the work experience Opportunity Team.

Claimant starts the Work Experience opportunity

66. Contact the employer to confirm the claimant has started and update the Work Experience opportunity with the confirmed start. This will generate the Work Experience opportunity Starts MI for the appropriate office / District.
67. Any subsequent changes or additions to the Work Experience opportunity must be notified to the claimant by issuing a further standard/mandatory / non-mandatory notification letter when they occur. A copy must be kept in the claimant's file.

Claimant does not start the Work Experience opportunity

68. Discretion should be used to consider re-engagement with the Work Experience opportunity and / or retention on the caseload.

Work Experience opportunity for 16 / 17 Year Old JSA Claimants

69. JSA claimants aged 16 / 17 are eligible for Work Experience opportunities from day 1 of their claim where the employer has signed up to the additional employment rules for this age group.
70. Employers must be made aware of the additional employment and health and safety rules that apply to 16 / 17 year old workers as the same conditions also apply to Work Experience opportunities.
71. DWP internal opportunities are open to 16 / 17 year olds.
72. Further guidance on the support available for this group of claimants can be found in the Youth Contract and labour market support for 16 - 24 year olds guidance.

Workers aged 16 and 17: Employment rules

73. If workers are over the minimum school-leaving age but under 18 years of age, they must not work for more than 8 hours a day or 40 hours a week. These hours worked cannot be averaged out and there is no opt-out available. Any employer offering a Work Experience opportunity to this age group must also give them:
- A break of 30 minutes every four-and-a-half hours worked;
 - A rest period of 12 hours between each working day; and
 - Two days off a week.
74. Employers must agree to the above conditions prior to JCP referring a 16 / 17 year old and sign a revised DWP Employer Agreement (English language version) (Welsh Version).
75. Young workers may not ordinarily work at night between 22.00 and 06.00.
76. Under-18s may be employed in certain dangerous environments only if it is necessary for their training, they are supervised and the risks are minimised.
77. Further details for employing 16 / 17 year olds can be found at GOV.UK - Child Employment.

Workers aged 16 and 17: risk assessments

78. Employers must carry out or review a risk assessment, paying attention to the health and safety implications of employing young people and considering their immaturity as well as their inexperience. The risk assessment will vary from employer to employer, so they should be signposted to the HSE - Young People at Work and the Risks guidance for advice.
79. There is no need for an employer to carry out a new risk assessment for every young person, as long as their current risk assessment takes account of the characteristics of young people and activities which present significant risks to their health and safety.
80. Employers can also consider developing generic risk assessments for young people, these would be ideal for Work Experience opportunities.

During the Work Experience opportunity

81. The Work Experience opportunity Co-ordinator / team must liaise with employers to ensure the smooth running of the Work Experience opportunity and resolve any issues arising as soon as possible.
82. This will include sharing information about the participants' attendance, conduct, accidents and any changes to the Work Experience opportunity conditions.
83. During a Work Experience opportunity, the employer may decide to offer the claimant an Apprenticeship. Where it is accepted, the opportunity can be extended for up to a further 4 weeks while arrangements are made.
84. JSA claimants aged over 18 must be informed that Work Experience opportunity conditionality and jobsearch review attendance applies during this period. The LMS opportunity should be updated with the new completion date and a new mandatory notification to start issued. It is good practice to get a signature for this mandatory notification (English language version) (Welsh language version). ESA(WRAG) and eligible LP should also be issued with an updated notification letter giving the new details.
85. For 16 / 17 year old JSA claimants, inform them that the same jobsearch review attendance applies during this period. The LMS opportunity should be updated with the new completion date and a new non mandatory appointment (referral) notification to start issued (select START letter + select NON MANDATORY Radio Button on the right hand side of the screen). There is no requirement to get a signature for this notification.

86. ESA (WRAG) claimants must be informed that they must attend Work-focused Interviews as required. Advisers may also impose Work Related Activity (WRA) while the claimant is volunteering for Work Experience, if it is reasonable to do so.
87. Eligible Lone Parents must attend Mandatory Work-focused Interviews as required.

Support for Participating Claimants

88. Participants should be encouraged to resolve any issues they have with the employer directly, but there must be a process in place for escalating and dealing with concerns about employers and the quality of opportunities. Districts will need to decide whether this is through their Work Coach/Adviser or their Work Experience opportunity Co-ordinator / team.
89. The nature of the Work Experience opportunity measure means that it could be open to abuse by an employer, e.g. they may not be providing the participant with the agreed type or quality of work experience, or be using the opportunities inappropriately, just to cover a busy period. Jobcentre Plus has a responsibility to ensure such abuse does not take place and to protect the interests of those participating in opportunities.
90. Any complaints from the participant or suspicion that employers are not operating in the spirit of the opportunity must be investigated and, where appropriate discussed with the employer. If doubts remain about the employer follow the complaints about employer's process and where necessary withdraw the DWP Employer Agreement (English language version), (Welsh language version).

Note: Using a Work Experience opportunity as a recruitment tool for new staff or to displace existing staff / reduce hours / available overtime is unacceptable and any complaints will be followed-up and agreements will be withdrawn where there is evidence to substantiate the complaint.

End of Work Experience opportunity Action

Claimant completes Work Experience opportunity

91. When an opportunity ends, confirm completion on the LMS Work Experience Opportunity and record the 'end reason' as either:
 - 'Provision Complete – Found Work' (if the participant has been engaged in a job or Apprenticeship, and has moved off benefit); or

- 'Provision Complete – Other' (for all other outcomes after completion of the opportunity).
92. Ensure feedback from the employer is obtained – it is good practice to ask for this by email so an electronic copy is available. Feedback received can help a Work Coach/ Adviser to support the claimant with their future jobsearch, including where an employer has provided a reference or agreed to be the claimants' referee on any future job applications.
 93. Discretion should be used to consider retention of the claimant on the work experience opportunity caseload.
 94. Claimant should have a follow up Work Search Review/Flexible Intervention interview arranged to discuss next steps and update CV, employment history, job goals, claimant commitment, etc.

Claimant does not complete Work Experience opportunity

95. If the claimant leaves the Work Experience opportunity, no DMA consideration is necessary.

Claimant dismissed due to gross misconduct

96. If a JSA claimant aged 18 or over is dismissed by the employer due to gross misconduct, then the employer should be asked to complete the work experience - Participant Absence / Dismissal Notification (we DMA4). Examples of what constitutes gross misconduct can be found in the ACAS guide Discipline and Grievances at work and are set out in the Decision Makers Guide (DMG), Volume 6, Chapter 34, Paragraph 34963.
97. On receipt, complete a work experience - Participant DMA Referral (we DMA5) and refer to the Labour Market Decision Maker to consider DMA action. The AR code to use is:
 - JSA/714 'Work Experience - Lost a place on work experience opportunity through misconduct'
98. Update the LMS Work Experience Opportunity with 'Left Provision Early – Other Reason'.
99. Work Coach/Adviser discretion should be used to consider re-engagement with the Work Experience opportunity and / or retention on the caseload.
100. ESA (WRAG) and eligible Lone Parents will not be subject to sanctions where they have been dismissed for gross misconduct.

101. 16 /17 year olds are a vulnerable claimant group; therefore they are not subject to the 'misconduct' sanction regime that applies to participants aged 18 and over.

Claimant leaves Work Opportunity for other reasons

102. If a claimant (all ages) leaves the Work Experience opportunity due to being engaged in a job or an Apprenticeship, and has moved off benefit, update the Work Experience Opportunity with 'Left Provision Early – Found Work'.
103. If a claimant fails to complete their work experience, the Work Coach/Adviser should discuss the circumstances with the claimant to identify any issues which need to be addressed.

Referral of Claimant to another Work Experience opportunity

104. Ideally, claimants should only complete one Work Experience opportunity; however in exceptional circumstances customers can complete another Work Experience opportunity for a maximum of 8 weeks specific to each opportunity.
105. The claimant should not repeat the Work Experience opportunity with the same employer, as this could be viewed negatively.

District Office/ Senior Employer Relationship Manager (SERM) Action

Engaging with Employers

District Ownership and Accountability

106. District Managers have overall ownership and accountability for the delivery of Work Experience opportunities. Additional resource for Districts to deliver a brokerage, management and support function for Work Experience opportunities has been allocated, with District Manager flexibility on how this role is delivered. The roles, responsibilities, hand-offs and organisational structure involved in the delivery of the work experience opportunity model will be defined by the District Manager.
107. Districts must;
- actively engage with employers, understand their recruitment requirements and promote the benefits of Work Experience opportunities to their business and provide a single point of contact for the employer.

- work with both employers and Work Coaches/Advisers to promote, gain agreement and co-ordinate Work Experience opportunities. Once a Work Experience opportunity is underway there should be one single point of contact who will be responsible for responding to any issues that arise from the employer or the claimant during the opportunity.
- establish with employers if they are willing to offer work experience placements to claimants who may have health problems and to discuss flexible arrangements for the Work Experience opportunity if necessary – for example some ESA (WRAG) claimants may need to work less than 16 hours a week which would be the minimum for JSA and ISLP claimants. If the employer is willing to offer these claimants Work Experience opportunities, discussions should take place about individual claimants before they are referred to the opportunity to ensure the hours and conditions are suitable. Note that any ESA(WRAG) claimant who is unable to do at least 10 hours work experience a week, should be referred under the Work Experience scheme for ESA(WRAG) guidance.
- work with managers and the District Employer and Partnerships Team (DEPT) to ensure that local labour market knowledge and intelligence is gathered and used to identify the labour market demand to support the Work Experience opportunity; and
- work closely with Advisers and Advisory services teams to ensure that there is a high level of awareness of what Work Experience opportunities are available locally and that these opportunities are effectively promoted to eligible claimants.

108. Districts may also wish to consider whether to ring fence Youth Contract Advisory Resource to match/monitor office caseloads to maximise performance.

109. Districts may assume responsibility for managing a caseload of eligible claimants who are interested in Work Experience opportunities. If this is the case Districts will need to ensure that:

- There are sufficient numbers of Work Experience opportunities in the appropriate sectors / industries to meet the Districts' requirement,
- Advisers have access to enough information to enable them to effectively promote Work Experience opportunities to eligible claimants,

- Employers sign the DWP Employer Agreement (English language version) (Welsh language version) and agree start dates for Work Experience opportunities;
- Work Experience opportunities are set up on LMS,
- Employers are provided with details of claimants, as appropriate, who have agreed to start Work Experience opportunities.
- Under-18s must not be employed in certain dangerous environments, except where it is absolutely essential for their training, they are fully supervised and the risks are fully explained and minimised, and
- Employers are signposted to the guidance for employers on delivering work experience opportunities as published by the Chartered Institute of Personnel Development (CIPD) 'Work Experience: placements that work'. The guidance, produced by CIPD and Jobcentre Plus, includes examples of good practice and a 'Quality Charter' setting out key delivery principles.

110. Districts will need to build a picture of local labour demand to ensure that the Work Experience opportunities on offer are appropriate to the local labour market. The picture should for example feature vacancy trends, current vacancies, claimant caseloads/volumes by JSAg preferences/occupations sought, sector strengths and employer skills shortages. Build this picture using a number of sources such as Universal Jobmatch MI, the Knowledge Hub, NOMIS, Local Authorities, local Chambers of Commerce/FSB and LEPS. Other supporting options to consider are:

- Before approaching local outlets of national employers, Districts should consult the GBW and Youth Contract - Snapshot reports to establish what has been agreed to enable local delivery.
- Full guidance, key messages and products to support national and local employer engagement can be found in the Your Business - Our Business Toolkit.
- Districts may additionally contact employers to source Work Experience opportunities based on their work experience Caseload, Adviser referrals and, on occasion, where a claimant has found their own Work Experience opportunity refer to 'Claimant sources their own Work Experience opportunity'
- Where suitable matches are not being found for claimants on caseloads, for example: there are few or no opportunities in sectors that attract or interest claimants, liaise with the Senior Employer Relationship Managers (SERMs) in the National Employer Service Team (NEST) and the DEPT to consider ways of increasing those

opportunities. Districts may also ask advisers to consider if the claimant's expectations are realistic in the local labour market.

- Districts will also need to manage employers' expectations - claimants may be motivated, but will have little or no previous experience. This may result in some restrictions on the Work Experience opportunities sought and offered, which may need explaining to employers. Jobcentre Plus wants employers to commit to supporting motivated individuals with low skills and little or no work experience.
- A DWP Employer Agreement (English language version) ((Welsh language version)) must be agreed and signed by the employer (confirmation by email is acceptable) before the opportunity commences. Refer to 'DWP Employer Agreement' for further information.

Ownership and Accountabilities – Senior Employer Relationship Managers (SERMs)

111. SERMs must talk to all their national employers about Work Experience opportunities (along with the other Youth Contract initiatives) and the overall employer offer. Full guidance, key messages and products to support national and local employer engagement can be found in the Your Business: Our Business (YB-OB) Toolkit. However, SERMs will be expected to respond to requests from Districts for support in particular geographical areas. A Work Experience opportunity cannot be agreed with employers without first having the agreement of the District about local demand for Work Experience opportunity volumes and sectors.
112. It may be that an approach will be made by a Movement to Work initiative employer wanting to offer Work Experience opportunities – these can be put in place following procedures and rules in this guidance.
113. A Work Experience opportunity involves more liaison between national and District teams so following the initial action, SERMs will need to ensure that Districts and employers are kept informed at each stage on contact.
114. SERMs will also need to manage employers' expectations - claimants may be motivated, but will have little or no previous experience. This may result in some restrictions on the Work Experience opportunities sought and offered, which may need explaining to employers. Jobcentre Plus wants employers to commit to supporting motivated individuals with low skills and little or no work experience.

Arranging a Work Experience opportunity

115. When discussing Work Experience opportunities with employers it is important that you are aware of the differences between Work Experience opportunities and Work Trials. If an employer has a vacancy for which the claimant has been interviewed and there are suitability doubts, this must be arranged as a Work Trial (if appropriate). Work Experience opportunities are specifically designed to help claimants gain meaningful work experience that can be added to their CV and on no account should they be used as an extended recruitment tool. Work Experience opportunities **must** be in addition to any current or planned vacancies that an employer may have.
116. The Youth Contract Work Experience opportunity criteria is detailed here.

Setting up Work Experience Opportunity on LMS

117. Districts must set up a Work Experience opportunity on LMS. This will be used to capture MI on referrals, starts and completers. Districts can also choose to have Work Experience opportunity details in the District Provision Tool, or local equivalent. Information on what Get Britain Working statistics are available can be found in the Get Britain Working Management Information Directory.
118. The employers' details must be replicated as a provider record (where it is not already) and the GBW Work Experience opportunity set up against this provider record, otherwise the information will be incorrectly displayed as a vacancy.
119. The opportunity should contain the following details:
- Submission arrangements to the Work Experience opportunity Co-ordinator / team using the DWP Employer Agreement (English language version) ((Welsh language version)). However do not make a referral to the Opportunity,
 - That a completed Data Consent form (English language version), (Welsh language version) is required,
 - Any other employer requirements (CVs, DBS and so on) that must be completed where this has been agreed with the employer; and
 - The age eligibility for the opportunity as open to 16+ or 18+ to ensure that Work Coaches/Advisers make suitable and eligible referrals. This information should also be included when sharing Work Experience opportunities outside of LMS.

Extending the Work Experience opportunity beyond 8 weeks

120. Extensions to the maximum eight week opportunity period are not permitted, except where it is;
- Linked to an Apprenticeship or
 - Awaiting a disclosure.
121. If during the Work Experience opportunity, the employer decides to offer an Apprenticeship opportunity to the claimant, and it is accepted, the Work Experience opportunity can be extended for up to a further 4 weeks while arrangements are made to set up the Apprenticeship. Employers and claimants should be directed to the National Apprenticeship Service in England, Apprenticeships in Wales or Skills Development Scotland for expert advice.
122. During the opportunity, if the claimant is offered and accepts an apprenticeship under Government arrangements made for England, Wales or Scotland, the Work Experience opportunity can be extended to up to 12 weeks to allow time for the apprenticeship to be arranged.

NOTE: Under no circumstances should Work Experience opportunities be used as a recruitment tool. If employers have existing Apprenticeship vacancies, then they **must** fill these through their normal recruitment methods. If an employer has a vacancy and they would like to see if the young person is suitable for the job it may be worth considering a Work Trial if appropriate.

Disclosure and Barring Service (DBS) checks (formerly known as Criminal Records Bureau (CRB)) not completed

123. The Work Experience opportunity can be extended up to a further 4 weeks if both the host employer and the young person agree to the arrangement in circumstances where the young person has accepted the offer of a job from the host employer but the required DBS checks are not yet completed, preventing the young person taking up employment immediately. Confirmation that DBS checks have been initiated by the employer is required.

Sole Traders

124. When participating in a Work Experience opportunity, for Health and Safety reasons, participants are treated as 'employees'. This means that, unless specific exemptions apply, employers must have adequate insurance provision to compensate employees in the event of accident and / or injury at work. Further information can be found in the Employers' Liability (Compulsory Insurance) Act 1969 – a brief guide for employers .

125. Provided sole traders satisfy the all necessary checks, including compliance with Health and Safety requirements, then sole traders can offer young people a work experience opportunity.

DWP Employer Agreement

126. A DWP Employer Agreement (English language version) (Welsh language version) must be agreed and signed by the employer (confirmation by email is acceptable) before the opportunity commences. The agreement contains the legal and policy requirements above the signature and date. It is good practice to record this in 'notepad' on the LMS Provider record within the opportunity.
127. If a large employer is running more than one Work Experience opportunity, then it is not necessary to complete a DWP Employer Agreement per claimant, it is satisfactory that there is one in place per employer. Therefore national employers can sign one agreement for all of their outlets.
128. All new Work Experience opportunities should be communicated to Work Coaches/Advisers as soon as possible.

Reviewing the DWP Employer Agreement

129. The DWP Employer Agreement should be reviewed periodically to check it is still current and the employer still complies with Health & Safety legislation etc. Agreements may be reviewed on an annual basis where the employer is providing opportunities on a rolling basis. Where an employer provides an opportunity for 6 months for example, but then offers nothing for another 6 months and then starts again, at that point the agreement should be reviewed and re-signed if appropriate. Districts should be aware of any issues around a particular employer and should use their discretion to review the agreement more frequently if it is required.
130. If the agreement/arrangements are reviewed and the District is satisfied, there is no need to re-sign the agreement, but the employer record should be noted that it has been done and that employer remains content with arrangements and continues to meet eligibility. The agreement would need to be re-signed if the employer hadn't, for example, participated for some months and then re-started the process.
131. When reviewing the agreement at no time should the wording on the first page be amended, as this would need to be cleared through our legal colleagues. However, the back page of the agreement should be reviewed and updated to reflect what the employer is offering at that particular time.

132. The employer requirements for DWP opportunities are in Annex 3.

Confirming the Work Experience opportunity with Employer

133. Contact the employer to confirm the Work Experience opportunity details. The information requested needs to include the start date, time and who the claimant should report to. Where the employer has not been involved in the selection, the employer will need to be made aware of any reasonable adjustment requests as appropriate.

134. Where the employer gives additional feedback about unsuccessful claimants, pass this onto the Work Coach/Adviser and discuss the next course of action, including retaining the claimant on the Work Experience opportunity caseload.

Work Experience opportunities abroad

135. It is not permissible to arrange Work Experience opportunities outside of Great Britain. Section 1 of the Jobseekers Act 1995 (The Act) details the conditions of entitlement to JSA; being within Great Britain is one of them. Certain exemptions are prescribed in regulations, but attendance at a Work Experience opportunity is not one of them. Claimants participating in a Work Experience opportunity are required to remain available for work and to continue to look for work – these are also fundamental conditions of entitlement contained within The Act. Arranging Work Experience opportunities outside of Great Britain will result in the claimant losing entitlement to JSA.

136. ESA(WRAG) claimants cannot undertake Work Experience abroad.

137. IS Lone Parents cannot undertake Work Experience abroad as the benefit conditions require the claimant to be in Great Britain.

Public Holidays

138. Claimants should not be asked or be expected to work on a public holiday, for example, Christmas Day. Where this means that the minimum weekly hours cannot be achieved, then in these circumstances this would be acceptable. We would not expect the claimant to 'make up' the hours lost.

Holidays

139. If it has been agreed with the Work Coach/Adviser that the claimant has plans to be on holiday during the opportunity, and providing JSA

conditionality has been met for JSA claimants, the Work Experience opportunity should be postponed until the claimant returns.

Disclosure and Barring Service (DBS) checks

140. Jobcentre Plus does not (except in the exceptional circumstances detailed below) fund DBS checks on behalf of employers. During the initial discussion with employers, it must be made clear that it is always the employer's responsibility to obtain and fund the check.
141. Once a participant has agreed to participate, the employer may, by exception, have the cost of an enhanced DBS check reimbursed where the participant meets the conditions in the DBS and Protecting Vulnerable Groups (PVG) checks. As this will not be known until the participant has agreed to start the Work Experience opportunity, the employer's and claimant's expectations must be managed. This does not include any administration costs, which should be met by the employer.
142. For all YC Work Experience opportunity DBS checks, irrespective of age, use the appropriate Account Codes Made Easy (ACME) tool account code.
143. In England and Wales, where claimants participate in a Work Experience opportunity in a regulated sector, an enhanced DBS check will be required. This includes where they are:
 - Working regularly with children or vulnerable people,
 - Working in an establishment that is wholly or mainly for children, or
 - Working in healthcare.

Protecting Vulnerable Groups (PVG) scheme checks

144. In Scotland, the PVG scheme is administered by Disclosure Scotland (an Executive Agency of the Scottish Government). Individuals who want to work in the regulated sectors (working with children or working with vulnerable adults) register their details with the scheme and employers check potential new recruits against it.
145. There is no direct requirement for an employer to do a check, but there is an effective requirement to obtain a PVG scheme record before offering someone regulated work. If clarification is needed whether the job requires a PVG Scheme record, call the PVG scheme on 0870 609 6006 or email Information Disclosure Scotland giving them the details of the job specification and the roles and duties of the position.

146. Employers should ask for a disclosure record to avoid committing the offence of offering regulated work to a barred individual. In Scotland the jobs or work experience that 'require' a PVG scheme check are:

- Working with children, or
- Working with vulnerable adults.

DBS Checks in the Adult Social Care Sector

147. The Care Quality Commission (CQC), the regulator for the care sector, has reviewed and issued specific Guidance for Providers and Registered Managers of adult social care services who are accepting people on Work Experience placements (WEP) from DWP employment programmes. The changes mean that for Work Experience opportunities lasting a maximum of 2 weeks, the requirement for participants to have an enhanced DBS check is removed.

148. When a DBS check is not undertaken, employers should **always** ensure that they take the following steps:

- The person on the Work Experience opportunity is fully supervised throughout their opportunity;
- The employer will ensure adequate supervision arrangements and that the relevant staff are aware of their supervisory responsibilities. It will be expected that the supervisor will have had an appropriate DBS check;
- The person on the Work Experience opportunity must not be left alone with people who use services. In domiciliary care, this means that they should not visit people alone, or be alone in the house of someone who uses the service;
- The person on work experience does not deliver any aspect of personal care; and
- They must only be given tasks (not including personal care) suitable to their level of knowledge, skills and experience. This should be limited to a supporting role.
- For all Work Experience opportunities employers should take the following steps:
 - The employer will take due account of their responsibility to respect and involve people who use services,
 - The employer will inform people who use services that the person is on a work experience opportunity and seek their consent to the person's involvement. This is to ensure that their privacy and dignity is respected and promoted, and
 - Takes into account their needs, wishes and preferences,
 - Where the person using the service or their advocate cannot give their consent, then the person on work experience should not observe personal care.

149. The employer must undertake a risk assessment before the Work Experience opportunity:

- The employer must carry out a risk assessment to ensure that the above criteria are met and any other risks are identified and managed. Employers should be able to demonstrate to us that they have assessed the situation and carried out the safeguards they can.

DBS claimant declaration where no DBS check is being undertaken

150. Working with District and legal colleagues and some care employers, a claimant declaration has been developed to use where the Work Experience opportunity is for 2 weeks or less and no DBS check is being undertaken.

151. This does not remove the risk to the employer that someone may have previous convictions, but it may help overcome barriers raised by employers by reducing this risk and thus enable the employer to participate in offering a Work Experience opportunity.

152. It should be made clear in discussions with the employer that this is not a DBS check and does not guarantee that the claimant has no previous convictions as it is reliant on the honesty of the claimant.

End of Work Experience opportunity action

Claimant completes Work Experience opportunity

153. When an opportunity ends, confirm completion on the LMS 'Work Experience' Opportunity and record the 'end reason' as either:

- 'Provision Complete – Found Work' (if the participant has been engaged in a job or Apprenticeship, and has moved off benefit); or
- 'Provision Complete – Other' (for all other outcomes after completion of the opportunity).

154. Ensure feedback from the employer is obtained – it is good practice to ask for this by email so an electronic copy is available. Share the employer feedback with the Work Coach/Adviser to support the claimant with their future Jobsearch, including where an employer has provided a reference or agreed to be the claimants referee on any future job applications.

Travel, childcare and replacement care costs

155. Jobcentre Plus will pay Work Experience opportunity participants travel, childcare and replacement care costs. Payments of these expenses are paid for from the Flexible Support Fund and procedures should be followed as outlined in the Flexible Support Fund for payment. The Work Experience account code can be found on ACME. The Work Coaches/Adviser should choose the appropriate claimant group in ACME, as they do for all FSF payments. Payments should be recorded on LMS via the ADF Hotspot using the following ADF category from the dropdown menu:

- | | |
|-------------------------|-------------------------------------|
| • Travel: | 'Travel: Training' |
| • Childcare | 'Childcare:Training' |
| • Replacement Care | 'Replacement care:Training' |
| • DBS / PVG | 'Barriers to Work: DBS / PVG check' |
| • Reasonable adjustment | 'others' |

Travel Costs

156. If the participant has travel expenses follow FSF guidance. For payment, follow procedural FSF guidance and complete form FSF1.

157. Tell the claimant that they must make contact immediately if the amount of their expenses changes.

Childcare Costs

158. If the participant claims childcare costs, follow the process contained in the FSF guidance. For payment follow FSF payment procedures and use forms FSF 3-5. Normal Resource Management (RM) procedures apply.

Replacement Care Costs

159. If the participant claims replacement care costs, follow the process contained in the FSF guidance. For payment follow FSF payment procedures and use forms FSF 3-5. Normal RM procedures apply.

Personal Protective Equipment

160. FSF cannot be used to provide payment for Personal Protective Equipment as regulations state that it is the duty of the employer under their Health and Safety (H&S) responsibilities to provide the necessary equipment and not something that the department would pay for. Further information can be obtained from the H&S publication - Personal Protective Equipment (PPE) at work - A Brief Guide (PDF).

161. Any costs for working clothes or equipment can be considered and would be funded from FSF.

Access to Work and Reasonable Adjustments

Access to Work for Youth Contract Work Experience opportunities

162. For those disabled claimants aged between 18-25 who are identified as being potentially eligible for support from Access to Work (AtW) to enable them to take up a Work Experience opportunity, the Work Coach/Adviser / Work Experience opportunity Co-ordinator / team should email the appropriate Access to Work Operational Support Unit immediately to start the claim process - putting 'YC Work Experience opportunity' in the subject line. The main body of the email must include the customer name and national insurance number, a named contact for the company / organisation where the customer is about to start the work experience, and the Work Coach/Adviser / Work Experience opportunity co-ordinator details. Full details of the process that must be followed can be found on the Access to Work guidance home page.

Reasonable adjustments for Work Experience opportunities other than Youth Contract

163. Employers would normally be expected by law, to arrange and fund any reasonable adjustments. However where these costs cannot be met from any other source Jobcentre Plus can consider meeting these costs. If exceptionally this is the case, ensure the appropriate Work Experience ACME code is selected. The Work Coach/Advisers should choose the appropriate claimant group in ACME, as they do for all FSF payments.
164. Work Coaches /Advisers / Work Experience opportunity Co-ordinators who need advice on possible work place solutions that might help a disabled claimant take up an opportunity, may obtain advice, in the first instance, from their local Disability Employment Adviser. If more in depth advice is required they can contact a local Access to Work (AtW) Adviser for advice.
165. Where necessary the AtW Adviser may speak to claimants, employers and the Work Experience opportunity Co-ordinator / team to discuss what adjustments to the work placement setting are advisable. They may also give advice on how to commission an independent assessment of a claimant's needs or where to acquire equipment.

Overpayments

Overpayment of Expenses – Recover Action

166. If the claimant is overpaid expenses, follow the procedures for overpayment of these as outlined in the FSF - Identifying Overpayments guide.

Hybrid Models

167. As a result of the recent adverse publicity in early 2012 around 'work experience opportunities', several large employers have indicated to the Department that they wish to offer the guarantee of a job or paid placements to claimants referred to them for Work Experience opportunities. We should attempt to direct employers that wish to offer a guarantee of a job to either:
- The offer of paid placements running alongside Work Experience opportunities, also
 - Where there is the offer of a guaranteed job at the end of the Work Experience opportunity the employer should be directed towards either a Work Trial or a sector-based work academy placement.
168. Any offer of a paid placement, made by an employer to people referred to a Work Experience opportunity, is an entirely separate offer, which does not form a part of the Work Experience scheme. If an employer wishes to make such an offer, that is their decision. However, regardless of how employers wish to term their offer, paid placement, paid work experience, etc, the Department will consider the offer of a paid placement to be a job, where the National Minimum Wage (NMW) is applicable.

Paid placements

169. If the employer wishes to run paid placements (sometimes with a guaranteed job at the end) alongside their Work Experience opportunities and 'offer' a choice to claimants who are referred to them for work experience, we should seek to agree with the employer that they make an offer only after having had an informal discussion with the claimant (before a formal referral to work experience is made). In instances where the claimant wishes to take up an employer paid placement, this must be referred to under a separate Opportunity on LMS.
170. The aim of the informal discussion is for the employer and claimant to identify and agree which of the two options on offer from the employer is most suitable to the claimant's circumstances. Once agreement is reached, the employer will then offer only the option that they have agreed is suitable with the claimant, removing the 'choice' element. The reason for this is that the paid placements being offered in this scenario are short-term jobs, which will attract the minimum wage (claimants will sign off if they take up the paid placement). If we agree to take the approach outlined, we avoid claimants being offered a choice between a Work

Experience opportunity and a job, which could result in a sanction for refusal of suitable employment (RE) where the option of a voluntary placement is taken up.

171. Work Coaches/Advisers are allowed to refer claimants to employers for an informal discussion, as described in the 'Claimant Referral' section of this guide.
172. Therefore, Work Coaches/Advisers should be instructed in these cases to use the existing provision as described above and set out in this guidance. Whether the agreement is reached under a national agreement via NEST or brokered locally via the District, the pre-referral 'informal discussion' arrangement must be communicated as a mandatory part of the LMS submission instructions.

Guaranteed jobs

173. Where the employer wishes to guarantee claimants a job at the end of their Work Experience opportunity, following 'satisfactory completion' or otherwise, potentially alongside the offer of choice between the voluntary placement and a paid placement, we will need to take a different approach with the employer.
174. If there is a guarantee of a job at the end of the Work Experience opportunity, then the opportunity by definition becomes something other than a Work Experience opportunity. If an employer insists on providing such a guarantee, we should explain that it may be more appropriate to make that offer as part of a Work Trial – assuming the offer qualifies under the Vacancy Eligibility section of the Work Trials guidance.
175. Where the employer agrees, they are effectively removed from delivering voluntary placements under the work experience scheme and they should be notified of that fact. If the employer does not agree, we will need to explain that placements with the guarantee of a specific job at the end are not appropriate for delivery through the work experience scheme.
176. Please note that other variations may arise; if this is the case, please seek further advice from the Skills and Provision Team. They will then seek policy advice and respond within a week.
177. Where the 'offer' made by an employer allows the claimant to decide whether to take up an 'on benefit' (Work Trial) option, subject to Work Trial eligibility, or a 'waged' (job) option, with the potential offer of a permanent job at the end of both, we take the view that claimants will always have 'good cause' - in these specific circumstances - for turning down the waged option and opting for a Work Trial and no refusal of employment referral should be made.

178. This is because the trial period is relatively short and offers inherent advantages to both claimant and employer; plus there is an equal likelihood of permanent employment at the end of both options.

Other arrangements

179. We assume that employers are making offers of guaranteed jobs in relation to the Work Experience scheme in good faith, and in response to the adverse publicity seen in early 2012. These offers will result in young people moving into paid, permanent jobs.
180. However, where we cannot agree the above 'solutions' with an employer, the result could be that claimants receive benefit sanctions for refusal of suitable employment. Therefore, in attempting to secure agreement with employers, we must be very explicit about the implications, where employers decline to proceed as advised (under the options outlined above). This will ensure that employers are 100% clear about the implications of their decision, i.e. what could happen if they make the offer of a job to someone outside the suggested parameters, for example:
- Explain to employers that because these offers involve short-term jobs / low hours, it is quite possible that a significant number of claimants will turn the offer down, possibly due to family commitments or the inconvenience (including financial) they associate with re-claiming benefits;
 - If a claimant turns down the offer of a job we are legally obliged to refer the case for DMA action, which will lead to people losing benefits;
 - If they offer a paid placement alongside their Work Experience opportunities and explicitly give claimants a choice of the two, any claimant who refuses the 'paid placement' offer could face a benefit sanction, the length of which is dependent upon the length of the 'paid placement' and the circumstances. Taking the 'informal discussion' approach outlined will avoid that.
 - Where there is the offer of a job at the end of the Work Experience opportunity, and we are aware of that offer, any claimant who refuses the job offer on completion of their placement, could face a benefit sanction of up to 26-weeks complete loss of benefit, unless the Work Experience opportunity is re-designated as Work Trial at the outset, subject to Work Trial eligibility.

Lines to Take

181. Further information on lines to take is available. (Updated March 2013).

Universal Jobmatch

182. Where a company identifies the need to advertise a job they should be signposted to GOV.UK to create an account on Universal Jobmatch. Universal Jobmatch is an automated job-posting and matching service for jobseekers and employers. This service is free at the point of contact and allows the employer (referred to as a 'company' on Universal Jobmatch), to post and manage their jobs online. The service is available to both employers and jobseekers 24 hours a day, seven days a week.

Blind or Visually Impaired Claimants - Forms and Letters

183. For blind or visually impaired claimants, normal procedures apply for requesting alternate formats.

Annex 1 - Forms and letters

We notification letter (English) JSA.

We notification letter (Welsh) JSA.

We notification letter for 18-24 year old ESA(WRAG and eligible 18-24 year old LP.

We notification letter for 18-24 year old ESA(WRAG and eligible 18-24 year old LP Welsh.

Non mandatory notification letter (16/17 year olds).

Claimant we self marketing letter (English).

Claimant we self marketing letter (Welsh).

DWP Employer Agreement (English).

DWP Employer Agreement (Welsh).

Claimant declaration where no DBS check.

Data Consent Form (Welsh).

We DMA4 - Participant Absence / Dismissal Notification.

We DMA5 - DMA referral form.

Annex 2 – Additional requirements for DWP work experience opportunities

1. There are further steps and requirements which must be considered for DWP Work Experience opportunities in addition to this procedural guidance. These are given below.

LMS Opportunity Types

2. Agencies within DWP (including JCP) are regarded as providers rather than employers and LMS provider records have been set up nationally to enable

Work Experience opportunities to be recorded against them, with the following names and numbers:

- HSE Work Experience – 8209860
- Jobcentre Plus Work Experience – 8209866
- DWP Corporate Work Experience – 8206110
- PDCS Work Experience – 8206114
- CMEC Work Experience – 8209867

Submission Arrangements

3. Once the LMS Opportunity has been set up the following additional information should be included within the submission arrangements on LMS:
 - Data consent,
 - Reasonable Adjustment.

Starting the Work Experience opportunity

4. The Work Experience opportunity Co-ordinator / team should continue action as described from 'During the Work Experience opportunity'.
5. The DWP Host Manager should continue action in the Movement to Work guide.

Annex 3 - Movement to Work

1. Movement to Work (MtW) is the name given to an employer led initiative offering new vocational training schemes which are being pledged by major employers. The intention is to involve the supply chain of each of these large companies, which will include small to medium sized employers (SMEs), delivering a staged take up.
2. The aspiration is to offer 100,000 work training opportunities over the next 2 years, and to encourage employers across the country to do more to help unemployed young people.
3. Government Departments, including DWP, have offered 6,000 Work Experience places nationally (which will be branded as MtW) as part of the Movement to Work employer initiative. The Movement to Work employer initiative is available to 18-24 year olds. Existing benefit rules apply.
4. An easement is agreed with Ministers that MtW places not linked to a job vacancy, which include at least two weeks work experience (usual rules on hours per week apply) can be treated as Youth Contract Work Experience, irrespective of whether they also include a period of training.

5. In most cases, training under MtW will be organised by host employers. The placement should be recorded simply as 'work experience' and there is no requirement to record the training separately. MtW placements last from four to six weeks and so should not exceed the eight-week maximum period permitted for work experience.
6. Where a MtW opportunity includes training, work experience and a guaranteed job interview for a vacancy or apprenticeship, and it fits current sector-based work academy (sbwa) guidance/policy intent, the placement can be treated as a sbwa.
7. Where an employer's proposal does not otherwise fit with existing scheme or benefit rules, Jobcentres will work with the host employer to develop MtW offers on a case-by-case basis.
8. A JSA claimant can be submitted to a Pre-Employment Training (PET) opportunity and then a further Work Experience opportunity, but only where they are not linked in any way in other words they are not part of a training package. An example of a training package may be a Prince's Trust "Get Into" course, which consists of training and work experience. This training package should be put onto LMS as one " **other training** " opportunity and not as separate PET and Work Experience opportunities

Movement to Work within the Civil Service

1. DWP, HMRC, MoD, MoJ together with other smaller government departments will be offering a total of 6,000 Movement to Work work experience opportunities. Full DWP guidance for taking on a MtW Placement is published on the DWP Learning intranet site (including the DWP Placement Form and flowchart).
2. MtW placements for other Government Departments will be handled centrally via the DWP Learning and Accreditation Team.
3. The Department is participating in the Work Experience programme "Movement to Work" as part of the wider employer initiative.
4. Opportunities will be available throughout all DWP delivery businesses. DWP Work Experience opportunities last from 4 to 6 weeks and are available to JSA claimants aged 16 and above.
5. JCP managers have been asked to contribute towards the DWP commitment by identifying and hosting opportunities within local offices and in the Directorates. HR has appointed a designated Scheme Co-ordinator to manage delivery of the programme in DWP. All opportunities and placing of Work Experience participants into DWP, including security checking, must be

done via the Scheme Co-ordinator. Managers considering or hosting a DWP work experience opportunity should follow this guidance: Work Experience opportunities in DWP - a Guide for Managers.

6. There are additional steps in the Work Experience procedure and additional requirements for claimants being referred to a DWP Work Experience opportunity. These are outlined in Annex 2.